

M & M

Mills & McKinney
Hearing Practice



Caring for your Oticon Receiver in the Canal Hearing Instruments with Custom Earmoulds

After investing in your hearing aids, you will no doubt want to keep them performing to their optimum level and for as long as possible. This cleaning guide will help you keep your aids functioning exactly as they should.

It is essential that you have a daily cleaning routine. If you do not do this, the speaker (the component which provides sound into your ear) may become blocked with wax and will gradually become weaker, affecting performance. If not cleaned regularly, it will eventually stop working altogether, requiring repair or even replacement. Wax blockage is regarded by manufacturers as your responsibility, so they are within their rights to reject any warranty claim for damage caused by wax blockage – so even more reason to prevent it.

At any time, if you have difficulty in changing domes or filters or need to go over the cleaning regime again, contact us and ask for help – we would prefer you to do this rather than have the aids block with wax and not perform as they should do.

There are three parts to your hearing instruments:

- The wire over the ear
- The speaker (sometimes called a receiver) - the speaker may have either a custom tip or a dome covering it.
- The actual aid that sits behind the ear.



You may have a custom mould that looks like the ones above.

To care for your hearing aids effectively you will need:

- A microfibre cloth / tissues or antibacterial wipes if you prefer
- A hook
- A small brush

At night:

- Gently use the cloth supplied with the aid to remove anything on the outside of the aid
- Wipe the aid with some tissue or antibacterial wipes to remove any grease from the shell.
- Place the aids into the recharging unit
- Do not place hearing aids on a radiator or in an oven to dry!

In the day:

Any wax will be hard and easier to remove. There are two areas you need to look at:

- Examine the custom mould that you insert in your ear. If it has a hole, or vent, through it, make sure this is clear, by inserting the hook or brush into the vent to dislodge any wax. If there is no vent just wipe away any wax.
- Check the white coloured wax filter at the tip of the custom mould. If the centre of this is clear – it's fine. If the centre is clogged with wax, change it from the supply of new filters you were given.
- Please note: it is essential that the new wax filter is firmly inserted into the custom mould. Never re-use wax filters.

To replace the filter, use the removal and insertion tool that comes with the replacement wax filters. Press the tool end (without the new filter) on to the wax filter already in place at the tip of your micro-mould, and it should come away at the end of the tool. Turn the tool around and press the new wax filter on to the hole and it should stay there – just press lightly afterwards with your finger to make sure it is firmly fixed.

You will find further information and “how to” videos in the “Looking After your Hearing Aids” in the Hearing Aids section of our Services.

If you have any difficulty please don't hesitate to contact us.

General maintenance:

Check on the custom moulds – if they become damaged or blocked with wax please contact us immediately.

Check on the little wire connecting the receiver to the aid. If this becomes damaged the sound from the aid will be compromised. Please contact us for a replacement.

If you have any queries, please contact your Audiologist, Catherine McKinney.



A note on Wax Filters:

The wax filter (or guard) that fits on the end of the micro-mould is called Oticon ProWax.

These are inexpensive compared to the price of your aid, so it is a false economy not to regularly change the wax filter. If the wax filter has become clogged with wax, it is essential to replace it.

It is advisable, dependant on how much wax you experience, to change the wax filters at least every four to six weeks or even more often if you produce a lot of wax.

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